

ORGANIZATIONAL DEVELOPMENT MANAGER

GRADE: SAI

FLSA: EXEMPT

CHARACTERISTICS OF THE CLASS:

The Organizational Development Manager performs complex professional and difficult administrative work, developing and directing a comprehensive strategic organizational development plan for the City. The incumbent works under the general management direction of the City Manager to develop and implement organizational effectiveness strategies in coordination with City department directors and managers. As a member of the senior management team, the incumbent works with the City Manager to assist the Mayor and Council with its periodic strategic planning and goal-setting sessions. The work requires limited physical demands and occurs under good conditions with some mental effort and stress experienced when handling multiple projects concurrently and meeting deadlines. The incumbent is an executive level change agent responsible for developing influential and innovative approaches to address various needs associated with organizational change. Results of work efforts have serious consequences on organizational effectiveness.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Develops and leads the organizational development function; develops and provides leadership and direction for the implementation of an organization-wide High Performance Organization (HPO) organizational effectiveness

- strategy that facilitates the alignment and integration of people, processes, technology, business goals, and culture.
- Provides organizational development advice, and counsel to the City Manager, Senior Staff, Division Chiefs, supervisors and employees; applies knowledge in organizational assessment to design, develop, implement and evaluate change management programs and organizational problem solving.
 - Designs, facilitates, coaches, and provides leadership for a variety of programs, projects, and systems; researches, analyzes and makes recommendations, accordingly.
 - Partners with City managers and employees to identify organizational and employee development needs and works collaboratively to develop strategies, tactics, and programs designed to meet targeted needs.
 - Directs interdepartmental committees created to address workforce performance through professional development, rewards and recognition, and business process improvements.
 - Facilitates professional development programs; provides leadership in such areas as talent development and performance management processes; ensures that leadership development, performance management, and other initiatives are aligned with short, mid- and long-term business strategies; provides one-on-one coaching to senior managers and emerging leaders; administers leadership evaluations; and designs and presents leadership trainings..
 - Serves as an “agent of change” in support of new City efforts and models teamwork and relationship building in all interactions; advises City Manager and senior management team on strategies for leading and for dealing with the challenges encountered during change.
 - Identifies and addresses issues that affect organizational effectiveness (i.e., morale, turnover, absenteeism, and productivity).
 - Serves as a consultant regarding business process management; conducts assessments and reports results; partners with directors and managers in joint action planning; provides training, coaching, and facilitation; evaluates progress; and develops processes to reinforce positive results and develop sustainability of improvements. .
 - Facilitates retreats and meetings, provides format structures and guides directors and managers through methodologies to: examine environmental factors and stakeholder interest; clarify purpose; identify and prioritize goals; objectives and performance measures; name process owners, design actions plans; create improved business processes; and establish tracking and evaluation systems.
 - Researches, analyzes, prepares and presents a variety of reports and articles appropriate to the work.
 - Develops and administers the Organizational Development budget and performance measurements; maintains a variety of records, as required.
 - Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Possession of a Bachelor's Degree from an accredited college or university in organizational development, business or public administration, human resources or a closely related field and six years of experience in developing and implementing programs in organizational development, strategic planning, employee and management training, leadership development, strategic planning, employee training, or other areas related to improving organizational effectiveness. Qualified in the Myers-Briggs Type Indicator preferred. Possession of a valid driver's license.

Preferred Knowledge, Skills and Abilities:

- Thorough knowledge of the theories, concepts and practices of organizational development.
- Thorough knowledge of the methods and procedures used in developing and implementing organizational effectiveness and leadership development programs.
- Skill in analytical, strategic planning and business processing in the context of local government.
- Skill in dealing effectively with individuals and groups; skill in mediation; ability to be persuasive and influence behavior to improve organizational effectiveness. .
- Skill in the use of mediation to resolve problems.
- Skill in handling multiple projects and events simultaneously.
- Ability to work independently or on a team; ability to establish and maintain effective working relationship with all level of employees.
- Ability to communicate effectively, orally and in writing, with a diverse population.